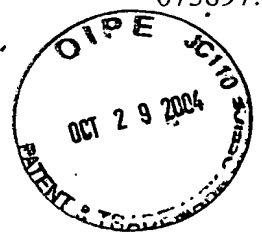


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ATTORNEY DOCKET NO.
073897.0132

PATENT APPLICATION
Serial No. 10/649,043



1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: FRANKLIN, et al.
Serial No.: 10/649,043
Filing Date: August 26, 2003
Group Art Unit: 2662
Confirmation No.: 4128
Title: **SYSTEM AND METHOD FOR CUSTOMIZED
INTELLIGENT CONTACT ROUTING**

MAIL STOP _____
Commissioner for Patents
P.O. Box 1450
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Dear Sir:

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Name:	<u><i>Candice R. Rockett</i></u> Candice R. Rockett
Date:	<u>October 26, 2004</u>

REQUEST FOR STATUS

Please advise the status of the above-identified patent application. The Filing Receipt was received November 17, 2003. Applicant is currently awaiting a first Office Action.

ATTORNEY DOCKET NO.
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PATENT APPLICATION
Serial No. 10/649,043

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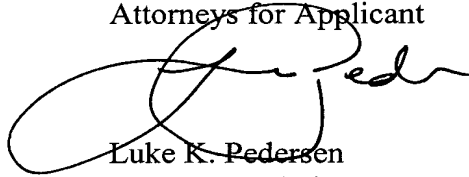
REMARKS

Under 37 C.F.R. § 1.702(a)(1), it has been over fourteen months since the filing date of this Application and a Notification under 35 U.S.C. § 132 has not been received. Thus, a period of adjustment of patent term due to examination delay is accruing in accordance with 37 C.F.R. § 1.703(a)(1).

If there are any matters that can be cleared up through a telephone conversation, please contact the undersigned attorney for Applicant at the telephone number listed below.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicant



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Date: 10/26/04

CORRESPONDENCE ADDRESS:

Customer No.: **05073**
Attorney Docket No. 073897.0132